

IN THE CLAIMS:

1 1. (Original) A method for controlling call routing by a communication system, com-
2 prising:
3 receiving a call;
4 executing a script in response to receiving said call, said script having instructions
5 that when executed by the system control routing of said call in the system, the script in-
6 cluding at least one call routing instruction that references a variable;
7 reading said variable from a database, said database holding a value for said vari-
8 able, said database having said value updated in response to action by a user; and
9 setting the variable equal to the value, to determine a destination of the call in re-
10 sponse to the value.

1 2. (Original) The method as in claim 1, further comprising:
2 reading said value of said variable from said database in response to execution of
3 said at least one call routing instruction.

1 3. (Original) The method as in claim 1, further comprising:
2 computing a variable expression, in response to execution of said at least one call
3 routing instruction, in determining said destination.

1 4. (Original) The method as in claim 1, further comprising:
2 specifying, by said at least one call routing instruction, one of a telephone num-
3 ber, trunk group, and DNIS to which the call is to be routed.

1 5. (Original) The method as in claim 1, further comprising:
2 executing said at least one call routing instruction in response to said value read
3 from said database.

1 6. (Original) The method as in claim 1, further comprising:
2 executing by said script said at least one call routing instruction to read a selected
3 variable from a plurality of variables whose respective values are stored in said database.

1 7. (Original) The method as in claim 6, further comprising:
2 specifying by said respective values one of a destination telephone number, trunk
3 group, and DNIS.

1 8. (Original) A communication system, comprising:
2 means for receiving a call;

3 means for executing a script in response to receiving said call, said script having
4 instructions that when executed by the system control routing of said call in the system,
5 the script including at least one call routing instruction that references a variable;

6 means for reading said variable from a database, said database holding a value for
7 said variable, said database having said value updated in response to action by a user; and

8 means for setting the variable equal to the value, to determine a destination of the
9 call in response to the value.

1 9. (Original) The communication system of claim 8, further comprising:

2 means for reading said value of said variable from said database in response to
3 execution of said at least one call routing instruction.

1 10. (Original) The communication system of claim 8, further comprising:

2 means for computing a variable expression, in response to execution of said at
3 least one call routing instruction, in determining said destination.

1 11. (Original) The communication system of claim 8, further comprising:

2 means for specifying, by said at least one call routing instruction, one of a tele-
3 phone number, trunk group, and DNIS to which the call is to be routed.

1 12. (Original) The communication system of claim 8, further comprising:
2 means for executing said at least one call routing instruction in response to said
3 value read from said database.

1 13. (Original) The communication system of claim 8, further comprising:
2 means for executing by said script said at least one call routing instruction to read
3 a selected variable from a plurality of variables whose respective values are stored in said
4 database.

1 14. (Original) The communication system of claim 13, further comprising:
2 means for specifying by said respective values one of a destination telephone
3 number, trunk group, and DNIS.

1 15. (Original) A communication system, comprising:
2 an interface to receive a call;
3 a routing engine to execute a script in response to receiving said call, said script
4 having instructions that when executed by the routing engine control routing of said call
5 in the system, the script including at least one call routing instruction that references a
6 variable;

7 a database, said database holding a value for said variable, said database having
8 said value updated in response to action by a user; and

9 said routing engine, in response to said at least one call routing instruction, read-
10 ing said value for said variable from said database, said routing engine setting the vari-
11 able equal to the value, to determine a destination of the call in response to the value.

1 16. (Original) The communication system as in claim 15, further comprising:

2 a database engine to read said value of said variable from said database in re-
3 sponse to execution of said at least one call routing instruction.

1 17. (Original) The communication system as in claim 15, further comprising:

2 means for computing a variable expression, in response to execution of said at
3 least one call routing instruction, in determining said destination.

1 18. (Original) The communication system as in claim 15, further comprising:

2 means for specifying, by said at least one call routing instruction, one of a tele-
3 phone number, trunk group, and DNIS to which the call is to be routed.
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1 19. (Original) The communication system as in claim 15, further comprising:

2 means for executing said at least one call routing instruction in response to said
3 value read from said database.

1 20. (Original) The communication system as in claim 15, further comprising:

2 means for executing by said script said at least one call routing instruction to read
3 a selected variable from a plurality of variables whose respective values are stored in said
4 database.

1 21. (Original) The communication system as in claim 20, further comprising:

2 means for specifying by said respective values one of a destination telephone
3 number, trunk group, and DNIS.

1 22. (Original) A computer readable media, comprising:

2 said computer readable media having instructions written thereon for execution on
3 a processor for the practice of the method of claim 1.

1 23. (Original) Electromagnetic signals propagating on a computer network, comprising:

2 said electromagnetic signals carrying instructions for execution on a processor for
3 the practice of the method of claim 1.